

## **PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING INTELLIGENT AGENTS**

### **Abstract of the Disclosure**

- An apparatus, program product, and method utilize a dynamic, automated, extensible and flexible intelligent agent-based product support “framework” to facilitate the provision of product support services to customers of computer-related products. Agent platforms are utilized on both a customer computer and a product support computer, with different agents configured to execute on one or both of such computers. Automated analysis and/or creation of remedial actions, based upon cross-customer operational data, and often relying upon intelligent agents for many or all of such actions, may be used to decrease product support personnel burden and effort.
- 5     Publishing control may be provided to limit distribution of certain intelligent agents, as may multi-agent remediation of undesirable operational conditions, where agents from multiple parties collectively address a problem experienced by a customer.
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